Implementing Standalone Voice Mail for the Avaya B5800 Branch Gateway

Release 6.2
18-604088
Issue 1
June 2012

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Chapter 1: Standalone Voice Mail overview

Standalone Voice Mail provides basic voice mail mailbox services for all users and hunt groups created on the B5800 Branch Gateway. In addition to basic voice mail mailbox services, Standalone Voice Mail provides auto attendant services. It is installed on a separate Linux server and provides a maximum capacity of 40 voice mail ports. The Linux server stores the prompts for the auto attendant operation and acts as the message store for Standalone Voice Mail messages.

Note:

The voice mail folders in Embedded File Manager contain information relevant to Embedded Voicemail only and have no impact on Standalone Voice Mail.

This document provides instructions to install the Standalone Voice Mail application and Linux operating system on a Linux server. Also provided are instructions on how to configure user mailboxes, hunt groups, and auto attendants. The installation requires minimal Linux knowledge. No access to the Linux command line is used.

Mailbox features

The B5800 Branch Gateway system automatically creates a Standalone Voice Mail mailbox for every user and hunt group in the B5800 Branch Gateway configuration.

- For users, the mailbox is automatically used to answer calls that ring unanswered for the user's configured No Answer Time. The mailbox is also used in other situations where the B5800 Branch Gateway would have otherwise returned a busy tone, for example when the user is set to **Do Not Disturb**.
- For hunt groups, the mailbox is used when a call has rung for the group's Voicemail Answer Time.
- For security, a voicemail access code can be assigned to any mailbox. This can be changed by the mailbox user or the system administrator.
- For user mailboxes, message waiting indication is provided to the user's B5800 Branch Gateway phone extension.
- For hunt group mailboxes, message waiting indication can be assigned to specified users.
- Various dialing short codes can be used to control voicemail features and for actions such as collecting messages, leaving messages, and turning voicemail on and off. See Default short codes on page 59 for more information.

Supported languages

- Arabic (ara)
- Chinese (Hong Kong)
- Chinese–Mandarin (chs)
- Danish (dan)
- Dutch (nld)
- English UK (eng)
- English US (enu)
- Finnish (fin)
- French (fra)
- French Canadian (frc)
- German (deu)
- Greek
- Hungarian
- Italian (ita)
- Korean (kor)
- Latin Spanish
- Norwegian (nor)
- Polish
- Portuguese (ptg)
- Portuguese-Brazilian (ptb)
- Russian (rus)
- Spanish (esp)
- Swedish (sve)

The B5800 Branch Gateway system Locale setting is used to determine the default language prompts used. A Locale setting is set for the whole B5800 Branch Gateway system. For individual users and incoming call routes the system locale can be overridden.

For calls to voicemail, the locale used is determined as follows:

- The user Locale, if set, is used if the caller is internal.
- The incoming call route Locale, if set, is used if caller is external.

- If no user or incoming call route Locale is applicable, the system Locale is used.
- A short code Locale, if set, is used and overrides the options above if the call is routed to voicemail using the short code.

Fallback languages

If a selected locale is not supported, Standalone Voice Mail uses a fallback language.

If your voicemail configuration requires a locale that has not been downloaded to the B5800 Branch Gateway, a warning message displays to indicate which locale is missing. If you do not add the locales, Manager will use the fallback languages listed in the table below.

Locale selected in Manager	Fallback Languages
Arabic (ara)	eng > enu
Argentina (ess)	esp > eng > enu
Bahrain (arh)	ara > eng > enu
Belgium–French (frb)	fra > frc > eng
Belgium–Dutch (nlb)	nld > eng > enu
Brazilian Portuguese (ptb)	pt > eng > enu
Chile (esl)	esm > esp > enu
Chinese–Cantonese (zzh)	eng > enu
Chinese–Madarin (chs)	eng > enu
Colombia (eso)	esm > esp > enu
Danish (dan)	eng > enu
Dutch (nld)	eng > enu
Egypt (are)	ara > eng > enu
English UK (eng)	enu
English US (enu)	eng
Finnish (fin)	eng > enu
French (fra)	frc > eng > enu
French Canadian (frc)	fra > enu > eng
German (deu)	eng > enu
Italian (ita)	eng > enu
Korean (kor)	eng > enu

Locale selected in Manager	Fallback Languages
Kuwait (ark)	ara > eng > enu
Latin Spanish (esm)	esp > enu > eng
Morocco–French (arm)	fra > frc > eng
Norwegian (nor)	eng > enu
Oman (aro)	ara > eng > enu
Peru (esr)	esm > esp > enu
Polish (pl)	eng > enu >
Portuguese (ptg)	ptb > eng > enu
Qatar (arq)	ara > eng > enu
Russian (rus)	eng > enu >
Spanish (esp)	esm > eng > enu
Swedish (sve)	eng > enu
Switzerland–French (frs)	eng
Switzerland–German (des)	deu > eng > enu
Switzerland–Italian (its)	ita > eng > enu
Taiwan (cht)	chs > eng> enu
Venezuela (esv)	esm > esp > enu

Licensing

The B5800 Branch Gateway Embedded Messaging Ports license is required to support Standalone Voice Mail. Embedded Messaging Port licenses must be purchased with sufficient quantity to support the configured number of ports. There is a maximum capacity of 40 voice mail ports. For more information about licensing, see *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

Park and Page feature

Park and Page can be configured for a user's voicemail mailbox or for calls answered by the auto attendant. The Park and Page feature allows a call to be parked while a page is made to a hunt group or extension. A caller can press a digit and the call is parked while an announcement is made to a paging zone, overhead paging system, or both. The page is repeated based on how the feature is configured until the parked call is picked up or the park

timeout occurs. If the park timeout occurs, the caller hears the Park and Page error prompt and is then returned to the call flow that initiated the Park and Page and hears either the subscriber's personal greeting or the auto attendant main menu prompt.

The called party can use a short code or a programmed button on their phone to park and unpark incoming calls. For more information about short codes and button programming, see the Manager on-line help. The called party can also use the **Conference** button or the **Answer** soft key on their phone while the Page is occurring.

For the procedures to configure Park and Page for a voicemail mailbox or for an auto attendent, see:

- Configuring Park and Page for a voicemail mailbox on page 32
- Configuring Park and Page for an auto attendant on page 51

Standalone Voice Mail auto attendant with central voicemail system configured

The B5800 Branch Gateway system can be configured to use Avaya Aura Messaging, Modular Messaging over SIP, or CallPilot as its voicemail server. When any of these are used as the central voicemail system, at each branch you have the option to still use Standalone Voice Mail for auto attendant operation and for announcements to waiting calls. Note that for this configuration, Embedded Voicemail licenses are still required.

For more information, see the following documents:

- *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853
- *Implementing the B5800 Branch Gateway for a Communication Server 1000 Configuration*, document number 03-604053

Management

The primary method for configuring and managing the branches in a B5800 Branch Gateway system is centrally using Avaya Aura® System Manager R6.2. Avaya Aura® System Manager is a central management system that delivers a set of shared management services and a common console for different components of the Avaya Aura® solution. System Manager provides a single access interface to administer multiple branch locations and multiple distributed B5800 Branch Gateway users. System Manager also launches IP Office Manager in the appropriate mode where you can remotely administer individual B5800 Branch Gateways.

For more information about managing B5800 Branch Gateway systems, see *Implementing the Avaya B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

To launch IP Office Manager from System Manager to edit a B5800 Branch Gateway system configuration, including configuring Standalone Voice Mail for a branch, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.

Editing a B5800 Branch Gateway system configuration from System Manager

Before you begin

Confirm that Avaya Aura® System Manager has been set up to launch IP Office Manager. For more information, see *Implementing the Avaya B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

About this task

Use this procedure to launch IP Office Manager from System Manager to configure Embedded Voicemail for a B5800 Branch Gateway system.

Procedure

1. From the System Manager console, under **Elements**, select **B5800 Branch Gateway**.
2. In the left navigation pane, click **System Configuration**.
3. On the B5800 Branch Gateway System Configuration page, select the B5800 Branch Gateway device whose system configuration you want to edit.
4. Click **Edit**.
   The IP Office Manager application is launched.

Related resources

Related documents

Ensure that you have read this document before starting the installation. Additional documents you may need to consult are as follows:

- *IP Office Application Server Installation and Maintenance*, document number 15-601011
- *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853
- *Implementing the B5800 Branch Gateway for a Communication Server 1000 Configuration*, document number 03-604053

All documentation for B5800 Branch Gateway is available on the Avaya support web site, http://support.avaya.com.

Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit http://www.youtube.com/AvayaMentor and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

Chapter 2: Software installation

The Standalone Voice Mail application is one of the Linux components installable as part of the IP Office Application Server DVD installation.

Server requirements

Compatible servers

Important:

The compatibility of any particular server PC for the operating system cannot be guaranteed. It is the installers responsibility to ensure that the server platform is compatible with CentOS 5 http://www.centos.org. A list of tested servers is available at https://hardware.redhat.com/. The servers used by Avaya for product testing are:

- HP ProLiant DL160
- Dell Optiplex 780MT

The following table lists the server requirements for the installation of Standalone Voice Mail only.

	Minimum specification
Processor	One of the following • Pentium 4, 1.4 GHz • Celeron, any 1.7 GHz • AMD, any 1.4 GHz
RAM Memory	256 MB
Hard Disk Space free space	2 GB **Note:** Add 1 MB per minute of message and prompt storage space as per your requirements.

Operating system

The Application Server DVD installation installs its own operating system (CentOS Linux), replacing any existing operating system on the PC. If an OS free PC cannot be obtained, Linux based PCs are typically less expensive than equivalent Windows based PCs.

Drives

The server PC must be configurable to boot from a DVD or another external source in order to overwrite any existing operating system. This may require access to the BIOS in order to change the boot order if the PC is supplied with an operating system already installed.

Other requirements

The Linux server is intended to operate as a headless server, that is, without requiring any keyboard, video and mouse (KVM) connections after initial installation. All configuration and user access is done remotely from other PCs.

Required information

The following information is required during the installation process:

- Server settings to support IPv4 addressing:
  - IP address
  - Prefix (Netmask)
  - Gateway
  - Primary DNS
  - Secondary DNS
- Hostname — A hostname helps simplify access to the server and the applications it provides rather than requiring users to use the IP address.
- Timezone — The timezone in which the server is located and whether the server should use UTC or local time.
- Root Password — This password is used for diagnostic access to the server.

Installing the Standalone Voice Mail software

About this task

Use this procedure to install the Linux operating system and the Standalone Voice Mail software on a Linux server. The installation takes approximately 15 minutes. If the **Test CD/ DVD** option is selected during the installation, an additional 30 minutes is required to install the software.

Procedure

1. Insert the IP Office Server Application DVD into the DVD drive and reboot the PC.

Note:

If the PC does not boot from the DVD and instead starts an existing operating system, that indicates that the boot order of the server PC needs to be changed. Follow the PC manufacturer's instructions for accessing the PCs BIOS and setting it to boot from the DVD before booting from the hard disk.

If the server PC already has IP Office server applications installed, the options to upgrade or perform a new installation are displayed. Note that a new install will reformat the hard disk, removing all existing files.

2. In the **Choose a Language** dialog box, select the appropriate language, and then select **OK**.

   Note:

   Use the **Tab** key to move the selector forward, the **Alt-Tab** key to move the selector backwards, and the **Space** bar to select the currently highlighted option.

3. In the **Keyboard Type** dialog box, select the appropriate type of keyboard, and then select **OK**.
4. In the **CD Found** dialog box, choose one of the following:
   - If this is the first time this DVD is being used, and you want to confirm the IP Office server application software has been copied and written correctly to the DVD before any changes are made to the server PC, select **OK**.

     Note:

     Testing the DVD can take up to 30 minutes.

   - If this DVD has already been used successfully in other installations, select **Skip**.
5. Read the **End User License Agreement** and select **I Accept**.

   Note:

   The **End User License Agreement** is available in several languages. To select a different language, select **Change Language** and select the appropriate language.

6. Select **Install**.

   Note:

   The **Advanced** option can be used to adjust disk partitioning. For example, install and replace all partitions, install and replace only Linux partitions, or install into a new partition in any unallocated disk space. If selected, the menu for the partitioning options is displayed after the server applications are selected. Use this option only if you are familiar with disk partitioning and the content of all existing partitions that you want to maintain have been backed up.

7. In the **Install confirmation** dialog box, select **Yes**.
8. In the **Package Selection** dialog box, select **OK**.
9. In the **Configure Network Interface** dialog box, select **Yes**.

   Note:

   B5800 Branch Gateway supports only a single network interface.

10. In the **Network Configuration for eth0** dialog box, select **Activate on boot** and **Enable IPv4 support**.

    Note:

    IPv6 is not currently supported.

11. In the **IPv4 Configuration for eth0** dialog box, select **Manual address configuration**.

    Note:

    It is recommended that you use manual address configuration rather than DHCP.

12. In the **IP Address** and **Prefix (Netmask)** fields, enter the appropriate addresses.

    Note:

    Do not use a restricted address such as 127.0.0.1.

13. Select **OK**.
14. In the **Miscellaneous Network Settings** dialog box, do the following:
    a. In the **Gateway** field, enter the appropriate IP address.
    b. In the **Primary DNS** field, enter the appropriate IP address. This field is optional.
    c. In the **Secondary DNS** field, enter the appropriate IP address. This field is optional.
15. Select **OK**.
    If the server PC has multiple network interfaces, the **Network Configuration** dialog box is displayed and shows whether or not the network interface(s) has been configured.

    Note:

    Only a single network interface is supported.

16. In the **Hostname Configuration** dialog box, do one of the following:

    Note:

    Having a hostname makes the server easier to access than using its IP address.

- To have the DHCP server automatically provide the hostname. select **automatically via DHCP**,

  Note:

  Not all DHCP servers support issuing hostnames.

- To enter the hostname yourself, select **manually**, and then enter the appropriate hostname.

17. In the **Hostname Configuration** dialog box, select **OK**.
18. In the **Time Zone Selection** dialog box, select the time zone in which the system resides, and then select **OK**.

    The time zone setting is used to apply time offsets to the UTC time value. The time and date settings can be modified after installation.
19. In the **Root Password** dialog box, enter the default administrator password used to access the Standalone Voice Mail server, and then select **OK**.

    This password is not normally used during B5800 Branch Gateway configuration and maintenance. However, ensure that you make a note of the root password you enter here.
20. In the **Installation to begin** dialog box, select **OK**.

    Note:

    This is the last stage at which you can select **Back** to amend selections or to exit the installation.

    The installer begins formatting the hard disk and erasing any existing data and applications. Once the hard disk is formatted, the install image containing the files to be installed is copied to the formatted hard disk. The operating system files, selected applications, and standard management applications used to manage the installed applications are installed.
21. Once the installation is complete, remove the IP Office Server Application DVD from the server PC.
22. In the **Complete** dialog box, select **Reboot**.
    After the server successfully reboots, the IP address of the B5800 Branch Gateway is displayed. Make a note of the IP address, especially if the server is configured to obtain its address by DHCP.

Configuring Standalone Voice Mail

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit**. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, click **System**.
3. Click the **Voicemail** tab.
4. In the **Voicemail Type** drop-down box, select **Standalone Voice Mail**.

   Note:

   Fields applicable to this mode of voicemail support are enabled. If the field is not applicable, the field is disabled.
5. If you want the users to be presented with a display menu for access to their mailbox, check the **Messages Button Goes to Visual Voice** check box. For more information, see the IP Office Manager on-line help.
6. In the **Voicemail IP Address** field, enter the IP address of the Linux server where Standalone Voice Mail is installed.
7. In the **Minimum Password Length** field, use the up and down arrows to set the appropriate minimum password length.
8. In the **Maximum Record Time** field, use the up and down arrows to set the maximum record time in seconds for recorded announcement prompts, auto attendant prompts, messages, and voicemail greetings (except Name recordings that have a maximum record time of 5 seconds).
9. In the **VoiceMail ports** field, use the up and down arrows to set the number of voicemail ports. This field must match the number of voicemail ports that are licensed for the system.
10. In the **Reception/Breakout (DTMF 0)** drop-down box, select the number to which a caller is transferred if they press **0** while listening to the mailbox greeting rather than leaving a message. Do one of the following:
    a. To configure Park and Page for this DTMF breakout, select **Park & Page** and then do the following:
       i. In the **Paging Number** drop-down box, select the appropriate hunt group or user extension.
       ii. In the **Retries** field, use the up and down arrows to set the number of times to repeat the page.

iii. In the **Retry timeout** field, use the up and down arrows to set the amount of time to elapse before the page is repeated. The time is set in 15–second increments.

b. To configure Centrex Transfer for this DTMF breakout, select **Centrex Transfer** and then enter the transfer number in the **Transfer Number** field.

c. To configure an extension number for this DTMF breakout, select the appropriate extension number from the **Reception/Breakout (DTMF 0)** drop-down box.

11. For the **Breakout (DTMF 2)** drop-down box, repeat step 10.
12. For the **Breakout (DTMF 3)** drop-down box, repeat step 10.
13. In the **SIP Name** field, enter the appropriate name.
14. In the **SIP Display Name (Alias)** field, enter the appropriate name.
15. In the **Contact** field, enter the appropriate name.
16. Configure the **Anonymous** check box as appropriate. This feature is enabled when this check box is selected.

Note:

For more information about the fields in the SIP Settings section, see the IP Office Manager on-line help.

Chapter 3: User mailbox configuration

Standalone Voice Mail creates a mailbox for each user on the B5800 Branch Gateway system. Calls are routed to the mailbox whenever the user's extension is busy or does not answer within the users allocated No Answer Time. This includes calls that are forwarded to another internal destination.

This chapter describes how to configure an individual user's mailbox by configuring the user settings in IP Office Manager.

User mailbox features include:

- **Message Waiting Indication** – If supported by the user's current telephone, the user will receive message waiting indication whenever their mailbox contains new messages. The type of message waiting indication will depend on the telephone.

  Mailbox access – The standard default short code (*17) can be used to access an extension's associated user mailbox. Other methods of mailbox access can be configured. The MESSAGES button on phones, which normally emulates *17, can be configured to access Visual Voice mode on phones that support Visual Voice. This is done using the **Messages Button Goes To Visual Voice** (**System** > **Voicemail**) option.
- **Ringback** – Standalone Voice Mail can be set to ring the user whenever they have new messages in their mailbox. This ringback is triggered after the completion of a call at the user's extension. Ringback from a hunt group mailbox containing new messages may also occur if the user is configured to receive hunt group message waiting indication.
- **Voicemail on or off** – Sending calls to the user's mailbox can be switched off. Note however that this does not stop other methods of leaving messages directly in the user's mailbox.
- **Access code** – An access code can be assigned to the mailbox. Anyone accessing the mailbox must first enter this code before they can collect messages. The access code can be reset by the user once they are in their mailbox.
- **Voicemail Reception and breakout numbers** – Setting a Voicemail Reception number for a user allows callers leaving a message in their mailbox to dial **0** or ***0** to be transferred to that number. If used, this feature should be announced in the mailbox greeting prompt. Two transfer numbers can also be entered. The user can record a message stating that the caller can press **2** or ***2**, or **3** or ***3** to transfer to the specified telephone numbers. Breakout numbers can also be used for Park and Page.
- **Announcements** – Standalone Voice Mail allows announcements to calls waiting to be answered by users. This is similar to the announcements provided for hunt groups, with announcements being played to callers waiting to be answered. Due to the overlap of various timeouts, the use of user announcements is not recommended in conjunction with forwarding and voicemail.
- **Voicemail Email** – A user can have notification of new messages sent to their email address. The notification can be a simple alert to tell them they have a new message or the voicemail message

can be sent if required. See Configuring voicemail email integration on page 27 for more information.

Changing a user's voicemail configuration

About this task

Perform this task using IP Office Manager that is installed on a PC for the branch. You cannot perform this task from Manager that is accessed from System Manager. If the B5800 Branch Gateway is centrally managed by System Manager, you must disable the System Manager administration feature for the branch (by disabling **Under SMGR Administration** in Security Settings) before you perform this task. For more information, see “Disabling the System Manager administration feature for the branch” in *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

⚠ Caution:

Mailboxes are created based on each user's unique user name within the B5800 Branch Gateway configuration. Changing a user name associates that user with a new mailbox. If it is necessary to change a user name, ensure that they have played and deleted all their messages first. If a user name is changed without clearing the original mailbox, you must create a short code based on the old user name in order to access the old mailbox.

Use this task to change the voicemail configuration for an individual. A lock symbol indicates that the setting can also be set and locked through user rights. See the IP Office Manager on-line help or user documentation for more information.

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. In the left navigation pane, click **User**.
3. Select the individual user whose voicemail configuration you want to change.
4. Click the **Voicemail** tab.
5. Change the fields as appropriate. See Voicemail tab field descriptions on page 25 for more information.
6. Click **OK** to save the changes.
7. Repeat steps 3 through 6 for each user as appropriate.
8. Select **File > Save Configuration** to merge the changes back to the system.

Voicemail tab field descriptions

Name	Description
Voicemail Code	Default = Blank, Range = 0 (no code) to 15 digits. This field can be used to set a mailbox access code. That code must then be entered by anyone attempting to retrieve messages from the mailbox. If remote access is attempted to a mailbox that has no voicemail code set, the prompt, "Remote access is not configured on this mailbox" is played. The mailbox user can change the code by dialing ***04** after having entered the mailbox. Some rules apply to the voicemail code when the minimum password length is set to a value other than none. The voicemail code cannot be: • the same as the extension number • the same as the previous one • consecutive digits • a single repeated digit • a code with fewer digits than the minimum password length The user can change their voicemail code and access their mailbox from Visual Voice.
Voicemail On	Default = On. When on, calls to the hunt group's number will divert to voicemail if all available group members are busy or do not answer within the group's set allocated answer interval. Note that selecting **off** does not disable use of the user's mailbox. Messages can still be forward to their mailbox. The mailbox can also still be accessed to collect messages.
Voicemail Help	Default = Off. This setting is not used for Standalone Voice Mail. Help can be accessed by dialing ***4** after accessing the mailbox.
Voicemail Ringback	Default = Off. When enabled, and a new message has been received, the voicemail server calls the user's extension to attempt to deliver the message each time the telephone is put down. Voicemail will not ring the extension more than once every 30 seconds.
Voicemail Email Reading	Default = Off. This setting is not used for Standalone Voice Mail.

Name	Description
UMS Web Services	Default = Off. This setting is not used for Standalone Voice Mail.
Voicemail Email	Default = Blank (No voicemail email features). This field is used to set the user or group email address used for voicemail email operation. When an address is entered, additional Voicemail Email controls described below are selectable.
Voicemail Email	Default = Off. If an email address is entered for the user or group, the **Off**, **Copy**, **Forward**, and **Alert** options become selectable. These options control the mode of automatic voicemail email operation provided by the voicemail server whenever the voicemail mailbox receives a new voicemail message.
Off	If set to **Off**, none of the options below are used for automatic voicemail email. Users can also select this mode by dialing ***03** from their extension.
Copy	If set to **Copy**, each time a new voicemail message is received in the voicemail mailbox, a copy of the message is attached to an email and sent to the email address. There is no mailbox synchronization between the email and voicemail mailboxes. For example, reading and deleting the email message does not affect the message in the voicemail mailbox or the message waiting indication provided for that new message.
Forward	If set to **Forward**, each time a new voicemail message is received in the voicemail mailbox, that message is attached to an email and sent to the email address. No copy of the voicemail message is retained in the voicemail mailbox and their is no message waiting indication. Like the **Copy** option, there is no mailbox synchronization between the email and voicemail mailboxes. Users can also select this mode by dialing ***01** from their extension.
Alert	If set to **Alert**, each time a new voicemail message is received in the voicemail mailbox, a simple email message is sent to the email address. This is an email message announcing details of the voicemail message but with no copy of the voicemail message attached. Users can also select this mode by dialing ***02** from their extension.
DTMF Breakout	When a caller is directed to voicemail to leave a message, they can be given the option to be transferred to a different extension. The mailbox greeting message needs to be recorded telling the caller the options available. The extension numbers that they can be

Name	Description
	transferred to are entered in the DTMF breakout fields described below. System default values can be set for these numbers and are used unless a different number is set within these user settings. These values can also be set using **User Rights**.
Reception / Breakout (DTMF 0)	The number to which a caller is transferred if they press **0** or ***0** while listening to the mailbox greeting rather than leaving a message. The caller can also press **0** or ***0** after they listen to the greeting or while leaving a message. Breakout numbers can also be used for Park and Page.
Breakout (DTMF 2)	The number to which a caller is transferred if they press **2** or ***2** while listening to the mailbox greeting rather than leaving a message. The caller can also press **2** or ***2** after they listen to the greeting or while leaving a message. Breakout numbers can also be used for Park and Page.
Breakout (DTMF 3)	The number to which a caller is transferred if they press **3** or ***3** while listening to the mailbox greeting rather than leaving a message. The caller can also press **3** or ***3** after they listen to the greeting or while leaving a message. Breakout numbers can also be used for Park and Page.

Configuring voicemail email integration

Before you begin

Obtain details of the customer's SMTP email server. It may be necessary to configure a user account on that server in order for it to accept and relay emails from the B5800 Branch Gateway.

About this task

Perform this task using IP Office Manager that is installed on a PC for the branch. You cannot perform this task from Manager that is accessed from System Manager. If the B5800 Branch Gateway is centrally managed by System Manager, you must disable the System Manager administration feature for the branch (by disabling **Under SMGR Administration** in Security Settings) before you perform this task. For more information, see “Disabling the System Manager administration feature for the branch” in *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

Voicemail email integration uses the B5800 Branch Gateway system's SMTP settings to send messages to the customer's email server. That server then forwards those messages into the user email mailboxes.

Once enabled, users can select to have an email alert about each new voicemail message or to have the voicemail message forwarded to their email mailbox. In addition, when listening to a message in their voicemail mailbox, they can forward it to their email mailbox.

⚠ Caution:

Any .wav files sent across a network creates a high loading on the network and network servers. A one-minute message requires a 1MB .wav file.

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. In the left navigation pane, click **System**.
3. Click the **SMTP** tab.
4. Complete the following fields to match the customer SMTP server.
   - **IP Address**
   - **Port**
   - **Email From Address**
   - **Server Requires Authentication**

   See SMTP tab field descriptions on page 29 for more information.
5. In the left navigation pane, click **User**.
6. Select the individual user.
7. Click the **Voicemail** tab.
8. In the **Voicemail Email** field, enter the user's email address.
9. In the **Voicemail Email** section, click one of the following radio buttons to select the type of Voicemail Email function alerts for the user:
   - **Off** – Don't send email alerts for new messages. Users can select this themselves by dialing ***03**.
   - **Copy** – Send a copy of each new message received to the user's email address. Users cannot select this mode themselves.
   - **Forward** – Forward each new message received to the user's email address, deleting the message from their mailbox. Users can select this themselves by dialing ***01**.
   - **Alert** – Send an email alert for each new message received. Users can select this themselves by dialing ***02**.
10. Click **OK** to save the changes.

11. Select **File > Save Configuration** to merge the changes back to the system.
12. If the SNMP configuration was changed, restart the system.

SMTP tab field descriptions

Name	Description
IP Address	The IP address of the customer's SMTP server. If not on the same subnet as the B5800 Branch Gateway LAN, an IP route must also be added.
Port	The SMTP listening port of the server. The default is 25.
Email From Address	This is the address used by the B5800 Branch Gateway. Some servers only relay messages from recognized full addresses or addresses in the same domain.
Server Requires Authentication	If the server requires a user account to receive and send emails, enter the details of an account configured on that server for use by the B5800 Branch Gateway.
Use Challenge Response Authentication (CRAM-MD5)	If SMTP uses CRAM-MD5, this option should be selected.

Announcements

Announcements are played to callers waiting to be answered. This includes callers being presented to hunt group members, for example, ringing and callers queued for presentation.

- If no voicemail channel is available for an announcement, the announcement is not played.
- Calls can be answered during the announcement.
- If a call is rerouted to a hunt group's Night Service Group or Out of Service Fallback Group, the announcements of the new group are applied.
- If a call overflows, the announcements of the original group are still applied, not those of the overflow group.

- For announcements configured for hunt groups to be used effectively, the hunt group's **Voicemail Answer Time** must be extended or **Voicemail On** must be unselected.
- For announcements configured for users to be used effectively, the user's **No Answer Time** must be extended or **Voicemail On** must be unselected.

Configuring announcements

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. In the left navigation pane, do one of the following:
   - To configure an announcement for a user, click **User**.
   - To configure an announcement for a hunt group, click **Hunt Group**.
3. Click the **Announcements** tab.
4. Set the fields to the appropriate values. See Announcements tab field descriptions on page 30 for more information.
5. Click **OK** to save the changes.
6. Select **File > Save Configuration** to merge the changes back to the system.

Announcements tab field descriptions

Name	Description
Announcements On	Default = Off. This setting enables or disables announcements.
Wait before 1st announcement	Default = 10 seconds. Range = 0 to 9999 seconds. This setting sets the time delay from the calls presentation, after which the first announcement should be played to the caller. If **Synchronize Calls** is selected, the actual wait may differ.
Post announcement tone	Default = Music on hold. Following the first announcement, you can select whether the caller should hear music on hold, ringing, silence until answered, or hear another announcement.
2nd Announcement	Default = On. If selected, a second announcement can be played to the caller if they have still not been answered.

Name	Description
Wait before 2nd announcement	Default = 20 seconds. Range = 0 to 9999 seconds. This setting sets the wait between the first and the second announcement. If **Synchronize Calls** is selected, the actual wait may differ.
Repeat last announcement	Default = On. If selected, the last announcement played to the caller is repeated until the call is answered or the caller hangs up.
Wait before repeat	Default = 20 seconds. Range = 0 to 9999 seconds. If **Repeat last announcement** is selected, this setting is applied between each repeat of the last announcement. If **Synchronize Calls** is selected, this value is grayed out and set to match the **Wait before 2nd announcement** setting.
Synchronize calls	Default = Off. This option can be used to restrict how many voicemail channels are required to provide the announcements. **Note:** This option is available only when configuring announcements for hunt groups. It is not available when configuring announcements for users. • **Off (check box not checked)** – Announcements are played individually for each call. This requires a separate voicemail channel each time an announcement is played to each caller. While this ensures accurate following of the wait settings selected, it does not make efficient use of voicemail channels. • **On (check box checked)** – If a required announcement is already being played to another caller, subsequent callers wait until the announcement has been completed and can be restarted. In addition, when a caller has waited for the set wait period and the announcement is started, any other callers waiting for the same announcement, hear it even if they have not waited for the wait period. Using this setting, the maximum number of voicemail channels ever needed is one or two depending on the number of selected announcements.

Announcement recordings

There are no default queue announcements for user and hunt groups. The maximum length for announcements is set according to the number of seconds configured in the **Maximum**

Record Time field provided in the **System > Voicemail** tab. The maximum value that can be configured in the **Maximum Record Time** field is 180 seconds. There are two default short codes that enable you to record announcements. On existing and upgraded systems these or similar short codes need to be added manually. The default short codes are:

***91N; / N ".1" / Record Message:** Used to record an announcement 1. For example, to record announcement 1 for a hunt group on extension 300, dial ***91300#** and follow the instructions to record the new announcement.

***92N; / N ".2" / Record Message:** Used to record an announcement 2. For example, to record announcement 2 for a hunt group on extension 300, dial ***92300#** and follow the instructions to record the announcement.

Configuring Park and Page for a voicemail mailbox

About this task

This procedure provides the steps required to configure Park and Page for a subscriber's mailbox.

Park and Page requires a licensed voicemail port.

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit** to edit the system configuration for the device. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, click **System**.
3. Click the **Voicemail** tab.
4. Confirm that **Standalone Voice Mail** appears in the **Voicemail Type** drop-down box.

   Note:

   If Avaya Aura Messaging or Modular Messaging over SIP appears in the **Voicemail Type** drop-down box, the **DTMF Breakout** section is disabled. You cannot configure Park and Page for Avaya Aura Messaging or Modular Messaging over SIP subscriber mailboxes.
5. To configure Park and Page for the extension the caller is transferred to when the caller presses **0**, in the **Reception/Breakout (DTMF 0)** drop-down box, select **Park and Page** and then do the following:
   a. In the **Paging Number** drop-down box, select the appropriate hunt group or user extension.

b. In the **Retries** field, use the up and down arrows to set the number of times to repeat the page.
c. In the **Retry timeout** field, use the up and down arrows to set the amount of time to elapse before the page is repeated. The time is set in 15–second increments.

6. To configure Park and Page for the extension the caller is transferred to when the caller presses **2**, in the **Breakout (DTMF 2)** drop-down box, select **Park and Page** and then do the following:
   a. In the **Paging Number** drop-down box, select the appropriate hunt group or user extension.
   b. In the **Retries** field, use the up and down arrows to set the number of times to repeat the page.
   c. In the **Retry timeout** field, use the up and down arrows to set the amount of time to elapse before the page is repeated. The time is set in 15–second increments.
7. To configure Park and Page for the extension the caller is transferred to when the caller presses **3**, in the **Breakout (DTMF 3)** drop-down box, select **Park and Page** and then do the following:
   a. In the **Paging Number** drop-down box, select the appropriate hunt group or user extension.
   b. In the **Retries** field, use the up and down arrows to set the number of times to repeat the page.
   c. In the **Retry timeout** field, use the up and down arrows to set the amount of time to elapse before the page is repeated. The time is set in 15–second increments.
8. Click **OK**.
9. Select **File > Save Configuration**.

Chapter 4: Hunt group mailbox configuration

Standalone Voice Mail creates a mailbox for each hunt group on the B5800 Branch Gateway system. Calls are sent to the mailbox only when each available group member has been rung for the group's set ring time.

This chapter describes how to configure the group mailbox through the hunt group settings in IP Office Manager.

Hunt group mailbox features include:

- **Message Waiting Indication** – By default there is no message waiting indication to any user for hunt group messages. Users must be configured individually. For more information, see Configuring Message Waiting Indication on page 38.
- **Mailbox access** – By default there is no mailbox access to hunt group mailboxes to collect messages. Users assigned hunt group message waiting indication may also gain access depending on their phone type. Otherwise an access short code must be created for the hunt group. For more information, see Hunt group mailbox access on page 39.
- **Ringback** – Standalone Voice Mail can be set to ring the user whenever they have new messages in a hunt group mailbox for which they receive message waiting indication. This ringback is triggered after the completion of a call at the user's extension.
- **Voicemail on or off** – Sending calls to the group's mailbox can be switched off. Note however that this does not stop other methods of leaving messages directly in the mailbox.
- **Access code** – An access code can be assigned to the mailbox. Anyone accessing the mailbox must first enter this code before they can collect messages. The access code can be reset by the user once they are in the mailbox.

Configuring a group mailbox

About this task

⚠ Caution:

Mailboxes are created based on the unique group name within the B5800 Branch Gateway configuration. Changing a group name associates that group with a new mailbox. If it is necessary to change a group name, ensure that users have played and deleted all messages first. If a group name is changed without clearing the original mailbox, you must create a short code based on the old group name in order to access the old mailbox.

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit** to edit the system configuration for the device. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, click **Hunt Group**
3. Select the hunt group for which you want to create a mailbox.
4. Click the **Voicemail** tab.
5. Change the fields as appropriate. See Voicemail tab field descriptions on page 36 for more information.
6. Click **OK** to save the changes.
7. Repeat steps 3 through 6 for each hunt group as appropriate.
8. Select **File > Save Configuration** to merge the changes back to the system.

Voicemail tab field descriptions

Name	Description
Voicemail Code	Default = Blank, Range = 0 (no code) to 15 digits. This field can be used to set a mailbox access code. That code must then be entered by anyone attempting to retrieve messages from the mailbox. If remote access is attempted to a mailbox that has no voicemail code set, the prompt, "Remote access is not configured on this mailbox" is played. The mailbox user can change the code by dialing ***04** after having entered the mailbox. Some rules apply to the voicemail code when the minimum password length is set to a value other than none. The voicemail code cannot be: • the same as the extension number • the same as the previous one • consecutive digits • a single repeated digit • a code with fewer digits than the minimum password length
Voicemail On	Default = On. When on, calls to the hunt group's number will divert to voicemail if all available group members are

Name	Description
	busy or do not answer within the group's set allocated answer interval. Note that selecting **Off** does not disable use of the user's mailbox. Messages can still be forward to their mailbox. The mailbox can also still be accessed to collect messages.
Voicemail Answer Time (secs)	Default = 45 seconds, Range = 1 to 99999 seconds. This setting sets how long a call should be presented to a hunt group and its overflow groups, if set, before going to voicemail. When exceeded, the call goes to voicemail (if available) regardless of any announcements, overflow, or queuing. If set to **Off**, voicemail is used when all available members of the hunt group have been alerted for the No Answer Time.
Voicemail Email	Default = Blank (No voicemail email features). This field is used to set the user or group email address used for voicemail email operation. When an address is entered, additional Voicemail Email controls described below are selectable.
Voicemail Email	Default = Off. If an email address is entered for the user or group, the **Off**, **Copy**, **Forward**, and **Alert** options become selectable. These options control the mode of automatic voicemail email operation provided by the voicemail server whenever the voicemail mailbox receives a new voicemail message.
Off	If set to **Off**, none of the options below are used for automatic voicemail email. Users can also select this mode by dialing ***03** from their extension.
Copy	If set to **Copy**, each time a new voicemail message is received in the voicemail mailbox, a copy of the message is attached to an email and sent to the email address. There is no mailbox synchronization between the email and voicemail mailboxes. For example, reading and deleting the email message does not affect the message in the voicemail mailbox or the message waiting indication provided for that new message.
Forward	If set to **Forward**, each time a new voicemail message is received in the voicemail mailbox, that message is attached to an email and sent to the email address. No copy of the voicemail message is retained in the voicemail mailbox and their is no message waiting indication. Like the **Copy** option, there is no mailbox synchronization between the email and voicemail mailboxes. Users can also select this mode by dialing ***01** from their extension.

Name	Description
Alert	If set to **Alert**, each time a new voicemail message is received in the voicemail mailbox, a simple email message is sent to the email address. This is an email message announcing details of the voicemail message but with no copy of the voicemail message attached. Users can also select this mode by dialing ***02** from their extension.
Voicemail Help	Default = Off. This setting is not used for Standalone Voice Mail. Help can be accessed by dialing ***4** after accessing the mailbox.
Broadcast	Default = Off. This setting is not used for Standalone Voice Mail.
UMS Web Services	Default = Off. This setting is not used for Standalone Voice Mail.

Configuring Message Waiting Indication

About this task

Perform this task using IP Office Manager that is installed on a PC for the branch. You cannot perform this task from Manager that is accessed from System Manager. If the B5800 Branch Gateway is centrally managed by System Manager, you must disable the System Manager administration feature for the branch (by disabling **Under SMGR Administration** in Security Settings) before you perform this task. For more information, see “Disabling the System Manager administration feature for the branch” in *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

By default, no message waiting indication is sent to any user for a hunt group mailbox. The following task shows how to give a user message waiting indication from a hunt group's mailbox. The method of indication will depend on the type of telephone the user has.

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. In the left navigation pane, click **User**.
3. Select the individual user who requires hunt group message waiting indication.
4. Click the **Source Numbers** tab.
5. Click **Add**.
6. In the **Source Number** field, enter `H` followed by the name of the hunt group. For example, for the hunt group Main, enter `HMain`.
7. Click **OK**.

8. Repeats steps 3 through 7 for any other hunt groups for which the user requires message waiting indication.
9. Select **File > Save Configuration** to merge the changes back to the system.

Hunt group mailbox access

By default, no user has access to a hunt group mailbox until specifically configured for such access. Hunt group mailboxes can be accessed using the following methods:

- Message Waiting Indication access
- Short code and button access
- Remote access

Message Waiting Indication access methods

Users who have been assigned hunt group message waiting indication are also given methods to access the hunt group mailbox. The method depends on what type of telephone or software the user has.

Avaya 4400 Series telephone users

DS display phone users on telephone models with a **MENU** key also gain access once they have been configured for hunt group message waiting. The hunt group name is then displayed when the user presses **MENU**, **Msgs**, or **Voice**.

For more information, see the telephone user guide.

Voicemail ringback

If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

Visual Voice

If Visual Voice is available, the user will see the name of the hunt group listed. The number of new calls are shown in brackets next to the hunt group name.

Short code and button access

A short code can be created for hunt group mailbox access, as shown in the following table. This can be a system-wide or user-specific short code. For information about setting up short codes, see the IP Office Manager on-line help or user guide.

Field	Contains…
Code	*99
Feature	Voicemail Collect
Telephone Number	“?Sales”
Line Group Id	0

The Voicemail Collect feature and hunt group mailbox name can also be assigned to a user's programmable button.

Remote access

The standard methods for remote mailbox access apply to users or to hunt groups. See Remote mailbox access on page 55 for more information.

Announcements

Announcements are played to callers waiting to be answered. This includes callers being presented to hunt group members, for example, ringing and callers queued for presentation.

- If no voicemail channel is available for an announcement, the announcement is not played.
- Calls can be answered during the announcement.
- If a call is rerouted to a hunt group's Night Service Group or Out of Service Fallback Group, the announcements of the new group are applied.
- If a call overflows, the announcements of the original group are still applied, not those of the overflow group.
- For announcements configured for hunt groups to be used effectively, the hunt group's **Voicemail Answer Time** must be extended or **Voicemail On** must be unselected.
- For announcements configured for users to be used effectively, the user's **No Answer Time** must be extended or **Voicemail On** must be unselected.

Configuring announcements

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.

2. In the left navigation pane, do one of the following:
   - To configure an announcement for a user, click **User**.
   - To configure an announcement for a hunt group, click **Hunt Group**.
3. Click the **Announcements** tab.
4. Set the fields to the appropriate values. See Announcements tab field descriptions on page 30 for more information.
5. Click **OK** to save the changes.
6. Select **File > Save Configuration** to merge the changes back to the system.

Announcement recordings

There are no default queue announcements for user and hunt groups. The maximum length for announcements is set according to the number of seconds configured in the **Maximum Record Time** field provided in the **System > Voicemail** tab. The maximum value that can be configured in the **Maximum Record Time** field is 180 seconds. There are two default short codes that enable you to record announcements. On existing and upgraded systems these or similar short codes need to be added manually. The default short codes are:

***91N; / N ".1" / Record Message:** Used to record an announcement 1. For example, to record announcement 1 for a hunt group on extension 300, dial ***91300#** and follow the instructions to record the new announcement.

***92N; / N ".2" / Record Message:** Used to record an announcement 2. For example, to record announcement 2 for a hunt group on extension 300, dial ***92300#** and follow the instructions to record the announcement.

Chapter 5: Auto attendant configuration

In addition to basic voicemail operation, Standalone Voice Mail supports auto attendant services. Up to 40 auto attendants are supported.

Each auto attendant consists of:

- **Actions** – Each of the normal DTMF dialing keys; *, # and 0 to 9, can be assigned to an action. Callers can dial through prompts, that is, press an action key while listening to the greeting prompts. You can also assign an action to the **Fax** key. If a transfer action is set, on detecting fax tone the auto attendant routes the call to the fax transfer destination as specified using the **Transfer** action.
- **Centrex transfer** – A feature provided by some line providers on external analog lines. It allows the recipient of a call to transfer the call to another external number. The line provider performs the transfer and the line becomes free. If this feature is not used, transferring an external call to another external number occupies both an incoming line and outgoing line for the duration of the call.
- **Dial by name** – Callers can dial the name of the user they want to speak with. A list of matching names is then played to them from which they can make a selection.
- **Dial by number** – Callers can dial the required extension number. There is no prompt associated with the action. If a prompt is required, it is part of the menu prompt. Unexpected results may occur if the dial plan is not a uniform length. Hunt group and user extension numbers should all be the same length.
- **Normal transfer** – Transfers the caller to a specified number. This is a supervised transfer, that is, if busy or unanswered the call will follow the settings of the target user or hunt group. If the destination field is left blank, callers can dial the extension number that they require, however no prompts will be played.
- **Not Defined** – Take no action.
- **Park and Page** – The call is parked while the system sends a page to the designated extension or hunt group.
- **Replay greeting** – Repeat the menu greeting.
- **Transfer** – Callers are transferred to the selected destination. This action is used with the **Fax** key so that when a fax tone is detected, the call is transferred to the specified extension.
- **Transfer to attendant** – Used to access one auto attendant from another.
- **Prompts** – Separate morning, afternoon and evening (out of hours) greeting prompts can be recorded. Which prompt is used is defined by associated time profiles. The greeting prompt is followed by a menu options prompt. This is used to inform the caller of the auto attendant options. For more information, see Prompt recordings on page 46. In situations where time profiles are absent, overlap, or conflict; the order of precedence is given to time profiles assigned to Morning, Afternoon, and then Evening.

Creating an auto attendant

About this task

Note:

If you are going to use time profiles in the auto attendant, the time profile has to be created before creating the auto attendant. For more information, see the IP Office Manager on-line help.

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit** to edit the system configuration for the device. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, right-click **Auto Attendant** and select **New**.
3. In the **Auto Attendant** tab, complete the fields as appropriate. See Auto Attendant tab field descriptions on page 45 for more information.
4. Click the **Actions** tab to define the actions available to callers depending on which DTMF key they press. Then do the following:
   a. To define the auto attendant action when the **0** key is pressed, click the row that begins with **0**.
   b. Click **Edit**.
   c. In the **Action** drop-down box, select the appropriate action.

      Note:

      See the Manager on-line help for a description of each action.
   d. In the **Destination** drop-down box, select the appropriate destination.
   e. Click **OK**.
   f. Repeat steps a through e for each key that requires a definition for this auto attendant.
5. Click **OK** to save the auto attendant.

   Short codes are automatically created for the auto attendant and the codes can be viewed in the **Auto Attendant** tab.
6. Select **File > Save Configuration** to save the changes back to the system.
7. To record prompts for the auto attendant using the short codes created, see Prompt recordings on page 46.

Auto Attendant tab field descriptions

Name	Description
Name	Range = Up to 15 characters. This field sets the name for the auto-attendant service. External calls can be routed to the auto attendant by entering **AA:** *Name* in the destination field of an Incoming Call Route.
Maximum Inactivity	Default = 8 seconds; Range = 1 to 20 seconds. This field sets how long after playing the prompts the Auto Attendant should wait for a valid key press. If exceeded, the caller is either transferred to the Fallback Extension set within the Incoming Call Route used for their call or else the caller is disconnected.
Enable Local Recording	Default = On. When off, use of short codes to record auto-attendant prompts is blocked. The short codes can still be used to playback the greetings.
Direct Dial-By-Number	Default = Off. This setting affects the operation of any key presses in the auto attendant menu set to use the Dial By Number action. • If selected, the key press for the action is included in any following digits dialed by the caller for extension matching. For example, if 2 is set in the actions to Dial by Number, a caller can dial **201** for extension 201. • If not selected, the key press for the action is not included in any following digits dialed by the caller for extension matching. For example, if 2 is set in the actions to Dial by Number, a caller must dial **2** and then **201** for extension 201.
Dial by Name Match Order	Default = First Name/Last Name. Determines the name order used for the Dial by Name function. The options are **First then Last** or **Last then First**.
AA Number	This number is assigned by the B5800 Branch Gateway and cannot be changed. It is used in conjunction with short codes to access the auto attendant service or to record auto attendant greetings.
Morning/Afternoon/Evening/ Menu Options	Each auto-attendant can consist of three distinct time periods, defined by associated time profiles. A greeting can be recorded for each period. The appropriate greeting is played to callers and followed by the Menu Options greeting which should list the available actions.

Name	Description
Time Profile	The time profile that defines each period of auto attendant operation. When there are overlaps or gaps between time profiles, precedence is given in the order morning, afternoon and then evening.
Recording Name	Default = Blank. Range = Up to 31 characters. This field appears next to the short code used for manually recording auto attendant prompts. It is only used if using pre-recorded .wav files as greetings rather than manually recording greetings using the indicated short codes. **Note:** Standalone Voice Mail does not support using pre-recorded .wav files as greetings.
Short code	These fields indicate the system short codes automatically created to allow recording of the time profile greeting.

Prompt recordings

When a new auto attendant is created, a number of short codes are automatically added to the system short codes table. The short codes allow the recording of the various auto attendant prompts. The appropriate number to dial is indicated against each greeting on the **Auto Attendant** tab in IP Office Manager.

The telephone number part takes the form **AA:** *Name.x*, where *Name* is the name of the auto attendant service, and *x* is 1 for the morning greeting, 2 for the afternoon greeting, 3 for the evening greeting, and 4 for the menu options prompt.

The number can also take the form **AA:** *N.x* where *N* is the auto attendant number and *x* is 1 for the morning greeting, 2 for the afternoon greeting, 3 for the evening greeting and 4 for the menu options prompt.

When using any of these short codes, you hear the options:

- **1** to hear the current prompt.
- **2** to record a new prompt.
- **3** to save the new prompt.

Short codes for recording Page prompts: To support the Park and Page feature, the short codes *800XX, *801XX...*809XX, *850XX, and *851XX are automatically created to record Page prompts. These short codes use a telephone number in the form of **AA:*N.Y*** where ***N*** is

the auto attendant number that is dialed and ***Y*** is from **00** to **11** for the key programmed for Park and Page.

Note:

- To prevent abuse of these default short codes, they can be deleted or changed. They can also be removed from the system short codes section and rebuilt in the user short codes of a trusted user. Alternately, disabling the Enabling Local Recording option stops the use of short codes to record the auto attendant greetings.
- Using the Dial feature, the short codes can be assigned to a programmable button. This allows quick access and recording of any prompts that change frequently.

Routing incoming calls to an auto attendant

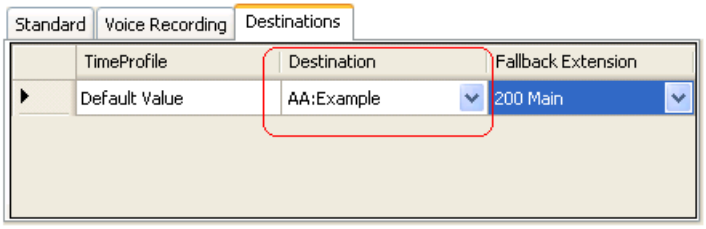
About this task

You can specify an auto attendant as a destination in the B5800 Branch Gateway Incoming Call Routes table. Internal callers can access an auto attendant through a programmed DSS button.

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit** to edit the system configuration for the device. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, click **Incoming Call Route**.
3. Select the appropriate route.
4. Click the **Standard** tab and confirm that the settings match the calls you expect to be routed to the auto attendant.

   For more information, see the IP Office Manager on-line help.
5. Click the **Destination** tab.
6. In the **Destination** drop-down box, select the auto attendant.
   The names of the configured auto attendants are shown prefixed with AA:.



   In this example, the **Fallback Extension** has also been set to route calls to a hunt group. The Fallback Extension setting is used for callers in the auto attendant who

do not make a valid key press within the auto attendant's **Maximum Inactivity** time.

Using time profiles, you can add additional destination sets to use the auto attendant at certain times of day or to use different auto attendants at different times.

7. Click **OK**.
8. Select **File > Save Configuration** to save the changes back to the system.

About transferring calls to an auto attendant

Normally calls are directed to an auto attendant by an B5800 Branch Gateway incoming call route. However it can also be useful to transfer calls received at an internal extension to an auto attendant.

You can transfer calls to an auto attendant using:

- Programmed buttons
- SoftConsole
- Short codes

Programmed buttons

Avaya telephones with programmable buttons can be programmed to access auto attendant services.

Creating an auto attendant button

About this task

Use this procedure to set up a programmed button so that a user can use the button to transfer calls to the auto attendant.

Procedure

1. From the B5800 Branch Gateway system configuration, set the action of one of the user's programmable buttons to **Dial**.
2. Set the associated telephone number to **AA**:*Name* where *Name* matches the name of the auto attendant.

3. Select **File > Save Configuration** to save the changes back to the system.

Transferring a call using a programmed button

Procedure

1. Place the call on hold.
2. Press the button programmed for the auto attendant.
3. Hang up the call at their extension.
   A blind transfer of the held call to the auto attendant occurs.

Short codes

The Auto Attendant short code feature can be used to connect to a particular auto attendant. The **Telephone Number** field takes the form **AA:** followed by the auto attendant service name.

Once a short code for a particular auto attendant has been created, callers can be transferred.

Example

In this example, dialing ***98** connects the user with the auto attendant named *Example*.

Field	Contains…
Code	*98
Feature	Auto Attendant
Telephone Number	“AA:Example”
Line Group Id	0

Transferring calls using short codes

Procedure

1. Press **TRANSFER**.
2. Dial the auto attendant short code.

3. Press **TRANSFER** again to complete the process.

Using an auto attendant to access voicemail

About this task

A useful function in auto attendants is to let callers access their own voicemail mailbox. This can be achieved by first creating a short code and then using the short code as an auto attendant destination. Use this procedure to create a short code for remote access.

Perform this task using IP Office Manager that is installed on a PC for the branch. You cannot perform this task from Manager that is accessed from System Manager. If the B5800 Branch Gateway is centrally managed by System Manager, you must disable the System Manager administration feature for the branch (by disabling **Under SMGR Administration** in Security Settings) before you perform this task. For more information, see “Disabling the System Manager administration feature for the branch” in *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. Do one of the following:
   - To create remote access for a user, in the left navigation pane click **User** and then select the appropriate user.
   - To create remote access for a hunt group, in the left navigation pane click **Hunt Group** and then select the appropriate hunt group.
3. Click the **Voicemail** tab.
4. Ensure that a **Voicemail Code** has been set.
   Remote access cannot work without a voicemail code.
5. In the left navigation pane, right-click **Shortcode** and select **New**.
6. Create a short code as in the following example:

Field	Contains…
Code	*99
Feature	Voicemail Collect
Telephone Number	?
Line Group Id	0

7. Click **OK** to add the new short code.

8. Create an auto attendant and select the key that the caller should use. See Creating an auto attendant on page 44 for more information.
   a. Set the **Action** to **Normal Transfer**.
   b. In the **Destination** drop-down box, type the short code. Following the example shown in step 6, type `*99`.
9. Click **OK**.
10. Select **File > Save Configuration** to save the changes back to the system. External callers to the auto attendant who select the right option are asked to enter the mailbox number and then the mailbox access code. If entered correctly, they can collect messages.

Configuring Park and Page for an auto attendant

Before you begin

This procedure provides the steps required to configure Park and Page for an auto attendant. To create an auto attendant for the B5800 Branch Gateway system, see Creating an auto attendant on page 44.

Park and Page requires a licensed voicemail port.

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit** to edit the system configuration for the device. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, click **Auto Attendant**.
3. Select the auto attendant for which you want to configure Park and Page.
4. Click the **Actions** tab.
5. Click the key (**1** to **9**, *****, or #) for which you want to configure Park and Page.
6. Click **Edit**.
7. In the **Edit Action** section, in the **Action** drop-down box, select **Park And Page**.
8. In the **Park ID** field, enter the park slot base number (maximum is eight).
9. In the **Paging Number** drop-down box, select the extension or hunt group to which you want to configure Park And Page.
10. In the **Retry Count** box, use the up and down arrows to select the number of page retries. You can select up to 5 retries.

11. In the **Retry timeout** field, use the up and down arrows to set the amount of time to elapse before the page is repeated. The time is set in 15–second increments.
12. If you are using a pre-recorded .wav file as a greeting, in the **Recording Name** drop-down box, select the appropriate file (the .wav file converted into a .c11 file).

    Note:

    Standalone Voice Mail does not support using pre-recorded .wav files as greetings.
13. Click **OK**.
14. Select **File > Save Configuration**.

Park and Page prompt recordings

When you add an auto attendant, four system short codes are automatically created. The short codes *81XX, *82XX, *83XX, and *84XX are automatically added for use with all auto attendants for the morning, afternoon, evening, and menu option greeting respectively. These system short codes use a telephone number in the form of **AA:"*N*"."*Y*"** where ***N*** is the auto attendant number that is dialed and ***Y*** is 1, 2, 3, or 4 for the morning, afternoon, evening, or menu option greeting.

To support the Park and Page feature, the short codes *800XX, *801XX...*809XX, *850XX, and *851XX are automatically created to record Page prompts. These short codes use a telephone number in the form of **AA:*N.Y*** where ***N*** is the auto attendant number that is dialed and ***Y*** is from **00** to **11** for the key programmed for Park and Page.

Dial By Name

The Dial By Name feature can be selected as an auto attendant option. Callers selecting this option are asked to dial the name they require and then press #. The recording name prompts of matching users are then used to allow the caller to make their selection.

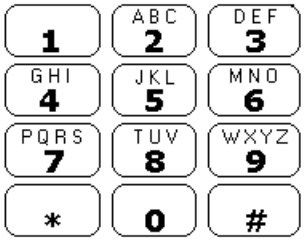
The name order (**First then last** or **Last then First)** is set through the **Dial by Name Match Order** setting in the auto attendant on the **Auto Attendant** tab.

The name used for matching is taken from the user's configuration within the B5800 Branch Gateway configuration. The **Full Name** is used if set, otherwise the **Name** is used.

Users are excluded from Dial By Name if they:

- Are marked as **Ex Directory** (**User** > **User**) in the B5800 Branch Gateway configuration.
- Do not have a recorded mailbox name prompt. They can record their own name by dialing ***05** after accessing their mailbox.

The Dial By Name feature assumes that a standard ITU lettered dialing pad is being used.



How Dial By Name works

1. The caller gets a prompt to dial the name they require and then press #.

   For example, dialing **527** matches names starting with JAS (for example “Jason”) and KAR (for example “Karl”).

   Callers can also press ***#** to exit without making a selection.
2. If no matches are found, the caller is given the option to retry.
3. If 10 or less matches are found, the matching mailbox name greetings are played as part of a selection list.

   For example, "Press 1 for …" , "Press 2 for …" , "Press 3 for …" , etc.
4. If more then 10 matches are found, the caller is prompted to either press # to hear the first 10 matches or to dial more characters to reduce the number of matches. If they select to play the list, after each set of 10 matches they can either make a selection or follow the prompts for other options.

Chapter 6: Miscellaneous

Remote mailbox access

Remote mailbox access is accessing a mailbox from any location that does not match the mailbox user's or hunt group's number. That includes both internal and external access.

Remote access is possible only if the mailbox user or hunt group has a voicemail code set in the B5800 Branch Gateway configuration.

You can enable remote mailbox access using any of the following methods:

- Direct from an incoming call route
- Using a short code
- Via an auto attendant

Direct from an incoming call route

An incoming call route can be configured to enable remote access to a mailbox. The option **Voicemail** can be selected as the Destination and/or Night Service Destination of an Incoming Call Route.

Using a short code

A short code can be created that uses the Voicemail Collect feature but without a mailbox name specified in the **Telephone Number** field. An example is shown below. This short code could be utilized by users on the system as the destination in an Incoming Call Route or as the destination for a auto attendant option.

Field	Contains…
Code	*99
Feature	Voicemail Collect
Telephone Number	?
Line Group Id	0

Via an auto attendant

An auto attendant can be used to enable remote access to a mailbox. A short code similar to the example above could be entered as the Destination for one of the auto attendant **Normal Transfer** key options. For more information, see Using an auto attendant to access voicemail on page 50.

Configuring buttons

About this task

The same features used for Standalone Voice Mail short codes can also be assigned to telephone buttons.

Perform this task using IP Office Manager that is installed on a PC for the branch. You cannot perform this task from Manager that is accessed from System Manager. If the B5800 Branch Gateway is centrally managed by System Manager, you must disable the System Manager administration feature for the branch (by disabling **Under SMGR Administration** in Security Settings) before you perform this task. For more information, see “Disabling the System Manager administration feature for the branch” in *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. In the left navigation pane, click **User**.
3. Click the required user.
4. Click the **Button Programming** tab.
5. Click the button line that you want to change.
6. Click **Edit**.
   The **Edit Button** fields are shown at the bottom of the window.
7. Next to the **Action** field, click the **…** button.
8. Select **Advanced** > **Voicemail** to display the list of voicemail features.
9. Configure the fields as appropriate. See Button Programming tab field descriptions on page 57 for more information.
10. Repeat steps 4 through 9 for all the keys required.
11. Click **OK**.
12. Repeat this procedure for other users as required.
13. Select **File > Save Configuration** to save the changes back to the system.

Button Programming tab field descriptions

Name	Description
Voicemail Collect	Allows access to a mailbox to collect or leave messages. The mailbox and action are determined by the associated telephone number. This takes the form **?** *Name* for message collection and **#***Name* for leaving a message. The *Name* variable must match the user or hunt group name set in the B5800 Branch Gateway configuration. On suitable phones the DSS key displays `VMCol` followed by the name.
Voicemail Off	This option switches the diversion of calls to the user or group mailbox off.
Voicemail On	This option switches the diversion of calls to the user or group mailbox on. When programmed on a DSS key, the action toggles so no separate Voicemail Off key is required. On suitable phones the DSS key displays `VMCol`.
Voicemail Ringback Off	This option switches new message ringback notification off.
Voicemail Ringback On	This option switches new message ringback notification on. When programmed on a DSS key, the action toggles so that no separate Voicemail Ringback Off key is required. On suitable phones the DSS key displays `VMRB+`.

Visual Voice

A user can be provided a display menu to use for access to their mailbox. The menu provides the user with options to listen to messages, send messages, and change their greetings and password.

Configuring a Visual Voice button

About this task

Perform this task using IP Office Manager that is installed on a PC for the branch. You cannot perform this task from Manager that is accessed from System Manager. If the B5800 Branch

Gateway is centrally managed by System Manager, you must disable the System Manager administration feature for the branch (by disabling **Under SMGR Administration** in Security Settings) before you perform this task. For more information, see “Disabling the System Manager administration feature for the branch” in *Implementing the B5800 Branch Gateway for an Avaya Aura® Configuration*, document number 18-603853.

Note:

The Visual Voice feature is not available on all telephones. It requires an Avaya telephone with a multi-line (more than two) display.

Procedure

1. Open IP Office Manager and receive the B5800 Branch Gateway configuration.
2. In the left navigation page, click **User**.
3. Click the required user.
4. Click the **Button Programming** tab.
5. Click the button line that you want to change.
6. Right-click in the **Action** field.
7. Select **Emulation** > **Visual Voice**.
8. Click **OK** to save the button details for the selected user.
9. Repeat this procedure for other users as required.
10. Select **File > Save Configuration** to save the changes back to the system.

Configuring the MESSAGES button

About this task

You can configure the **MESSAGES** button to activate Visual Voice rather than access the spoken voicemail prompts.

Procedure

1. From the System Manager console, select the B5800 Branch Gateway device and click **Edit** to edit the system configuration for the device. IP Office Manager will be launched on your PC. For more information, see Editing a B5800 Branch Gateway system configuration from System Manager on page 12.
2. In the left navigation pane, click **System**.
3. Click the **Voicemail** tab.
4. Click the **Messages Button Goes to Visual Voice** check box to select this option.

5. Click **OK**.
6. Select **File > Save Configuration** to save the changes back to the system.

Default short codes

The following default system short codes can be used with Standalone Voice Mail.

Feature	Code	Description
Collect Messages	*17	Users can access the mailbox associated with their extension.
Voicemail On/Off	*18/*19	Switches the diverting of callers to the user's mailbox on or off.
Voicemail Ringback On/Off	*48/*49	Switches new message ringback to the user on or off.
Record Message	The Record Message feature is used to record announcements that are used when callers to a hunt group are queued.	
	*91N	To record an Announcement 1 for a hunt group.
	*92N	To record an Announcement 2 for a hunt group.

Short code features

Additional short codes can be added as required using the short code features listed below. For more information about short codes, refer to the IP Office Manager on-line help and user document.

Voicemail Collect

This short code feature can be used to create short codes for collecting or leaving messages. The exact action is set by the use of either ? or # in the telephone number. For example, “?Main” indicates collection of messages in the mailbox called Main. “#Main” indicates that a user wants to leave a message in the mailbox called Main. Note that the quotation marks are required, and the name must match the user or hunt group whose mailbox is being accessed. For example:

Field	Contains…
Code	*99
Feature	Voicemail Collect
Telephone Number	“?Main”
Line Group Id	0

Question mark

Using just ? in the **Telephone Number** without quote marks and without a mailbox name allows remote access. The user would be prompted to enter the mailbox number and then the mailbox access code if set.

Voicemail On/Voicemail Off

These two features switch the diversion of calls to the user mailbox on/off. No telephone number is required for either of these features.

Voicemail Ringback On/Off

These two features switch new message ringback notification on/off. No telephone number is required for either of these features.

Auto Attendant

This feature is used for the recording of auto attendant prompts and greetings. Normally the short codes for this are created automatically. However they can be deleted and reassigned as required.

Record Message

Allows the recording of announcement messages for users and hunt groups.

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